

1 DAY

DEALING WITH DIFFICULT BEHAVIOUR

**ODYSSEY**
TRAINING™

An SGS Company



COMMUNICATION COURSE

LEARNING OUTCOMES

- Recognise difficult behaviours and the intents that drive them.
- Select the best strategies to deal with different types of behaviours.
- Take action by using assertive communication techniques to deal with difficult behaviours.
- Use behavioural-based language to make your point clearly.
- Understand and manage the emotional processes that both you and the person exhibiting the difficult behaviour may experience.

CORE COMPETENCIES

- **Approachability**
- **Conflict Management**
- **Composure**
- **Understanding Others**

COURSE OVERVIEW

Dealing with 'difficult people' in the workplace is unavoidable. However, it begins with recognising there are no difficult people – there are only 'people', and sometimes people exhibit difficult behaviours. While you cannot change other people, this course will empower you to deal with difficult behaviours by recognising and understanding the intents behind them and responding assertively.

TOPICS COVERED IN THIS COURSE

Identifying difficult behaviours

Identify the difficult behaviour you are dealing with and what to do about it.

The ladder of inference

Use this tool to help you decide if you are dealing with genuinely difficult behaviour or misperception.

Difficult behaviours are not assertive

People displaying difficult behaviours are not usually being assertive; they show aggressive, passive, or passive-aggressive tendencies that you must deal with using a different approach and skill set.

Dealing with high emotions

The hardest part of dealing with difficult behaviours is the high emotions that often come along with them. Learn techniques to use your voice to manage others' emotions while remaining calm and assertive.

Anger and our brains

Understand the different functions of your brain that process emotions, thoughts and information.

Responding with assertiveness

Assertive communication is a set of learned skills. When people communicate or behave assertively, they are working towards an outcome or solution that satisfies both or all parties.

Using behavioural-based language to minimise difficult behaviours

Too often, when we need to talk to someone about their difficult behaviours, we skirt around the real issues. Using language that describes specific behaviours makes it easier for you to get to the point and others to understand what you want them to change.

Assertive communication techniques

When people display difficult behaviours and you don't deal with them assertively, it will continue and may even get progressively worse. Learn practical techniques and sentence starters to help you take action.

Practical, relevant training developed for the Australian workplace.

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